

TWO YEAR PLAN
OF THE
WORKFORCE INVESTMENT ACT
FOR
ST. CHARLES COUNTY

November, 2005

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I. Local Workforce Investment Board's Vision

“State the local board’s vision for the workforce investment region and how this vision meets, interprets and furthers the Governor’s vision and the national direction.”

The St. Charles Workforce Investment Board (WIB) realizes the region is an excellent place for businesses to prosper and for individuals to live and work due to the region’s availability of good jobs, a motivated and qualified workforce and superior educational institutions. In order to maintain these conditions and capitalize on future opportunities, the St. Charles WIB seeks to maximize the resources available to the region, thereby creating an environment where people, businesses and institutions flourish.

The WIB’s vision is one of a vigorous and sustainable economy; vital communities and a motivated workforce with the ability to acquire the skills and knowledge needed in an ever changing economy.

This business friendly environment aligns with the Governor’s vision of the State’s workforce investment system providing a positive atmosphere for current and new businesses, thereby driving the state’s economy. The WIB interprets the Governor’s vision of the workforce system as one that views business as a vital customer. To serve this customer to the best of the system’s ability it must provide employers with a skilled and engaged workforce through education, training and referral services.

Providing such services to the business customer will intrinsically provide individual citizens with opportunities for advancement into family-supporting jobs and continued prosperity.

Additionally, the WIB’s business friendly vision aligns with the national workforce direction by integrating services to maximize resources to businesses seeking workforce assistance. This will provide a demand driven system led by input from local businesses that seeks flexibility in the provision of local services.

II. Local Workforce Investment Priorities

“Identify the workforce investment needs of businesses, jobseekers, and workers in the local area, and how those needs were determined”

The workforce investment needs of business, jobseekers and incumbent workers are interwoven as the workforce needs of businesses reflects the workforce needs of those they employ.

To determine the workforce needs of all three populations, the following information was extrapolated from three sources. They are the Economic

Development Center of St. Charles County, Partners For Progress and the local Skill Gap Analysis initiative funded by the State Department of Workforce Development (DWD).

The Economic Development Center of St. Charles County in cooperation with St. Charles County Government and municipal representatives of the County conducted a study of the County's Competitive Analysis in 2004. The goal was to compare economic development opportunities in the County with peer regions around the nation in an effort to refine business recruitment and retention.

The findings of this study, as it relates to workforce investment needs are:

- Declining training assistance from the State strains businesses ability to upgrade their incumbent workers skills as technology advances.
- Growing intra-county congestion deters qualified applicants from the geographic area.
- Aging of the local labor force could have a significant affect on workforce succession. Many of the skilled tradesmen will be of retirement age within the next 18 months. The number of skilled trades people in the training or apprenticeship pipelines are not equivalent to the number reaching retirement.

Additionally, there are no training institutions with the ability to provide such training within a reasonable travel distance.

Partners for Progress (PFP) is a group of Chief Executive Officers representing key business leaders in the region. The group was formed to influence community progress so that people, businesses and institutions flourish. To this end, the PFP provided a study of the St. Charles region. The findings of this study as it relates to workforce investment needs indicates that Employee Development is needed in 4 areas:

- 1) Intense remedial training in reading, writing, math and computer skills.
- 2) Business foundations such as employability skills, workplace ethics, soft skills, etc. This is especially true for younger workers entering the labor force. The need is for basic job attitude requirements such as dependability, acceptable appearance, responsibility for task completion, and respect for others.
- 3) Specific short term training in business operations and/or universal workplace skills such as computer skills, leadership development/supervisory skills, change management skills, sales and presentation skills, etc.

- 4) More extensive employee development at the supervisor and managerial level in management skills and business growth issues.

A Skill Gap Analysis was conducted by the University of Missouri-St. Louis. Businesses from the St. Charles region reported the following workforce investment needs. Fifty percent of Advanced Manufacturing and Information Technology companies felt the availability of qualified labor as the greatest challenge to continued growth, while only 11% of those in the healthcare industry saw qualified labor as a future challenge.

Employers reported the following shortcomings of recent applicants:

Advanced manufacturers cited poor work ethic, technical skills and general industry knowledge as the most frequent shortcomings.

Information Technology businesses reported technical skills and general industry knowledge as the most frequent shortcomings.

Business from the healthcare industry reported customer service skills as the most frequent shortcoming of recent applicants.

Surprisingly, less than 19% reported a deficiency in math and 12.5% reported a deficiency in writing. Even fewer reported seeing a deficiency in reading abilities.

The type of training local companies see as essential to overcoming the shortcomings of recent applicants was On-the-Job-Training. Very few reported short term in-house training as essential. While only 33% of those from the healthcare industry reported short term in-house training as essential, 62.5% of those from information technology and advanced manufacturing and 55.6% of those in the healthcare industry saw on-the job-training as an essential means of training recent applicants.

Such findings require State programs, as well as, the local WIB to adjust incumbent worker training services to focus more heavily on On-the-Job-Training methodologies.

III. Local Structure

A. *“Describe the geographical workforce investment area, including the area’s major communities, major employers, training and educational institutions in the area (technical and community colleges, universities, etc.), population, diversity of the population and relevant growth trends.”*

The workforce investment area is contained in the geographical boundaries of St. Charles County. Within the County are the following communities: St. Charles City, Portage Des Sioux, Orchard Farm, St. Peters, O’Fallon,

Wentzville, Dardene Prairie, Augusta, New Melle, and parts of Foristell. St. Charles County also contains large unincorporated areas, most of which tend to be rural.

Major employers are Citigroup with more 5,000 employees, General Motors, SSM Healthcare Systems, Mastercard, Fort Zumwalt School District, Francis Howell School District, Ameristar Casinos, Wentzville School District, MEMC (a manufacturer of silicon wafer chips), and Boeing.

The following are educational institutions located either in or within a reasonable drive from the workforce area, as cited on the St. Charles County Economic Development Center's web site:

St. Charles and St. Louis Area Colleges and Universities	
University of Missouri-St. Louis	Doctorate
Washington University	Doctorate
Webster University	Doctorate
Saint Louis University	Doctorate
Covenant Theological Seminary	Doctorate
Concordia Seminary	Doctorate
Eden Theological Seminary	Doctorate
Aquinas Institute of Technology	Doctorate
Logan College of Chiropractic	Professional
Saint Louis College of Pharmacy	Professional
Maryville University	Master's
Fontbonne College	Master's
Kenrick-Glennon Seminary	Master's
Lindenwood University	Master's
Missouri Baptist College	Bachelor's
Harris-Stowe College	Bachelor's
ITT Technical Institute	Bachelor's
Vatterot College	Associate
Sanford-Brown College	Associate
Ranken Technical College	Associate
St. Charles Community College	Associate

The U.S. census bureau estimated the region's population in 2003 to be 307,743. By the year 2007, the population is projected to expand to 326,724 reflecting a 10.44% growth over the last five years.

St. Charles County has led the country in population growth. Although the pace of growth is expected to slow, the population is expected to continue its growth into the next decade.

Additionally, employment opportunities are expected to continue to increase. The trend of more individuals commuting into the region for employment is expected to continue as well.

The following chart from the St. Charles County Economic Development Center's web site reflects the diversity of the area's population as of 2004:

County Characteristics 2004	
Median Age 2004	35.4
% Under 19:	29.4
% Over 65:	9.6
% Female:	50.7
% Male:	49.3
% Caucasian:	94.5
% African American:	2.8
% American Indian/Aleut:	0.2
% Asian/Pacific Islander:	0.9
% Hispanic:	1.6

B. "Describe the region's economic condition, including the following information:"

- The average personal income level estimated for the 2003 census was \$25,824 with an average family income of \$72,152.
- In 2002 there were an estimated 8725 people of working age living at or below poverty level. This would be 3.5% of the total population.
- The area's unemployment rate has been: 2001 – 3.2%; 2002 – 4%; 2003 – 4.1%; 2004 – 3.6% and the averaged unemployment rate for the first half of 2005 has been 4.56%. There has been a dramatic drop from 5% in January, 2005 to 4.1% in May, 2005.
- Major lay-off events over the past three years - The most dramatic lay offs have been from the airline industry, American Airlines in particular; General Mills and from the Ford plant in Hazelwood, Missouri. Although these three employers are not located in the region, many of the region's residents were employed by these employers or feeder businesses. Other major layoff events occurred from Boeing, WorldCom (MCI), Nordyne and from small firms in the financial industry.

- Anticipated layoffs include continued displacements from Ford and their feeder businesses, Nordyne, the May Company, and Nestle (Purina).

C. *“Describe the process used by the local board to provide an opportunity for public comment, including comment by representatives of businesses and labor organizations, and input into the development of the local plan, prior to submission to the plan.”*

Prior to submission of the Two Year Plan, the local Board makes copies available to the public through the County’s Public Notice process.

This process includes announcement of availability and call for input being published in the local periodicals and notification letters sent to agencies representing diverse populations.

Members of the Board and the public, including representatives of business and labor organizations are allowed to submit comments on the proposed local plan to the Board not later than the end of the 30 day period beginning on the date on which the proposed plan was made available.

The Plan submitted to the Governor includes any such comments that represent disagreement with the Plan.

D. *“Identify the local comprehensive one-stop center(s), including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.”*

There is one comprehensive One-Stop Center in the St. Charles Region.

Contact information is included in Attachment 1 of this Plan as requested in the Planning Guidance.

E. *“Identify the one-stop partners that are physically located at the comprehensive center(s) and the services provided by these partners and list them in Attachment 1 to the local plan.”*

One-Stop partners physically located in the Center and the services they provide are listed in Attachment 1 of this Plan as requested in the Planning Guidance.

F. *“Identify the local affiliate one-stop sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to this plan.”*

Local affiliate One-Stop sites are listed in Attachment 1 of this Plan as requested in the Planning Guidance.

G. *"Identify the one-stop partners that are physically located at the affiliated sites and the services provided by these partners and list them in Attachment 1 to the local plan."*

One-Stop partners physically located at the affiliate sites and the services they provide are listed in Attachment 1 of this Plan as requested in the Planning Guidance.

IV. Economic and Labor Market Analysis

A. *"Identify the current and projected employment opportunities in the local area."*

Opportunities are expected to exist in manufacturing due to the number of individuals expected to leave the industry as a result of retirement and the lack of individuals in the pipeline to replace them. The General Motors Plant, alone, anticipates up to one quarter of their employees being eligible for retirement in the next three years.

Additionally, manufacturers are expected to create new positions to fulfill increased product orders.

Opportunities will also exist in healthcare. Not only are there many openings currently available but a new hospital is scheduled to open within the next year.

Employment exist in information technology due in large part to Citigroup, Mastercard, MCI, CenturyTel and smaller information management firms providing business to business services.

Although the mortgage industry is beginning to slow, other financial occupations are providing employment opportunities due to the region's financial industry cluster. (e.g., Citigroup, Mastercard Enterprise Leasing) and to the new requirements under Sarbanes-Oxley.

The service industry continues to offer many employment opportunities. This includes employment in professional services, business services, and entry level retail, food and hospitality services.

B. *"Identify the job skills necessary to obtain current and projected employment."*

Job skills in all facets of manufacturing will provide the ability to obtain employment in the industry due to the replacement needs anticipated at current business.

Not only is there a current lack of individuals in the pipeline to fulfill this anticipated labor shortage, there is also a severe lack of training opportunities available for the skilled trades in or near the St. Charles region. Trade skills in everything from welding to silicon production technology are and will be in demand by local employers for several years.

Likewise, skills in the healthcare industry will provide opportunities for employment as new facilities open and/or expand. The industry needs skills in patient care, equipment maintenance, record keeping, etc. However, similar to the skilled trades, there is a lack of adequate training opportunities in the local area to produce the workforce needed. Individuals are required to travel outside the area and/or be placed on lengthy waiting lists in order to start training programs for the healthcare industry.

Skills for the information technology industry are often specific to the position. Individuals seeking opportunities in this field not only need the specific technical skills but they need to be able to learn and adapt quickly as the field advances at an extraordinary rate.

All employers are seeking individuals with good soft skills and a strong work ethic. This is especially true in the service industry. Specific skills can be trained on the job but soft skills continue to be a difficult attribute to develop.

V. Overarching Local Strategies

A. *“Include the findings from the ‘Missouri Regional Skills Gap Analysis’ planning phase, as well as any strategies that have been developed for implementing the needed training to fill these skill gaps. These findings should include high-growth, high-demand employment opportunities with the region, as defined in the national direction”*

The St. Charles WIB is in the process of updating its strategic plan. In the process the WIB is reviewing data from several different sources and looking for ways to make a contribution to the economic well being of the community. Information from studies conducted by the St. Charles Economic Development Center, Partners for Progress and other sources have been reviewed in addition to the findings from the Missouri Regional Skill Gap Analysis.

St. Charles was one of four WIA regions participating in the Missouri Regional Skills Gap Analysis of the St. Louis metropolitan statistical area. The group as a whole decided to focus most of its attention on the Health Care sector.

The St. Charles WIB, however, is looking to contribute to the larger community and to support the economic development of the region. To this end, the WIB is in the process of developing strategies to address the skill gaps in more than just the healthcare industry.

As defined in the national high-growth initiative, the St. Charles WIB has found there to be a need for workforce development in the local advanced manufacturing (including the auto industry) and information technology industries, as well as need in the healthcare industry.

To implement a demand-driven workforce system the WIB has identified three industries that are vital to the community yet experiencing difficulties in recruitment and retention, the next step will be to map out career paths within each industry cluster, identifying the critical factor influencing each step.

The WIB will then seek a partnership with businesses in the community and skill training providers to develop training opportunities and support the viability of these pathways.

B. *“Describe the local board’s policy on providing apprenticeships.”*

The St. Charles WIB will promote apprenticeship sponsorship and collaboration, by working with representatives from the U.S. Department of Labor Bureau of Apprenticeship and Training. The representatives will be invited to WIB meetings, Missouri Career Center Job Fairs and be suggested to speak at local Chamber of Commerce and Missouri Employer Committee meetings. Staff, including the business representatives, will be encouraged to work directly with representatives of the Bureau of Apprenticeship and Training to advance apprenticeship opportunities.

VI. Major Local Policies and Requirements

A. *“Identify the local area’s policy for supportive services and/or needs based payments to enable individuals to participate in Title I activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services.”*

To enable eligible individuals to participate in Title I activities, the local area provides supportive services when funds are available. In order to provide a seamless service, case managers are designated as the point of contact in referring customers to non-WIA resources in the One-Stop. Case managers will determine the individual’s need for supportive services. If the supportive service is available from a partner agency located in the One-Stop, the case manager is responsible for informing the individual of it’s availability and

procedures for applying for this service. The case manager will then speak with appropriate partner staff and update the case management system.

Although the individual is responsible for bringing in additional documentation and fulfilling that program's participation criteria, the WIA case manager will insure supportive services are available to the WIA participant and no duplication of resources occur.

Further policies for supportive service and Needs-Related Payments are provided in Exhibit 1 of this Plan.

B. *"Identify the maximum dollar amount for all supportive services combined per participant."*

There is no set maximum dollar amount for all supportive services per participant. All services must be necessary and reasonable compared to others entering like positions.

C. *"Describe the criteria to be used by the local board, under 20CFR 663.600, to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited, and the process by which any priority will be applied by the one-stop operator."*

Given that, nationally, there is only enough WIA Title I funds to serve 6% of the eligible population and that WIA Title I funds have not significantly increased to the local area even though the population and its number living in poverty has increased disproportionately; the St. Charles WIB has determined that local WIA Title I funding is limited.

With limited WIA funds, priority will be given to recipients of public assistance and other low income individuals for intensive and training services. An ability to benefit must be demonstrated at any priority level in order to receive WIA services.

D. *"Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as 'an individual who requires additional assistance to complete an educational program or to secure and hold employment'"*

The sixth eligibility criteria for youth will be met when the service provider obtains one of the following documents which reflect the need for additional assistance: School assessment records or test results that reflect the youth is functioning at a grade inappropriate for their age or has attendance, behavior or learning difficulties; an employer supervisor statement that the youth is in need of services to secure or retain employment; enrollment into an alternative education program within the previous six months.

E. *“Describe how veteran’s priority will be incorporated into all programs.”*

In accordance with the State Plan, the local priority of the provision of services is as follows: First to be served will be public assistance recipients and low-income individuals who are also veterans. The second group to be served will be public assistance recipients and low-income non-veterans. Among participants who are not public assistance recipients or low-income individuals, veterans will receive priority over non-veterans.

Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, veterans’ priority takes precedence over those optional or discretionary priorities. Veterans’ priority is applied in advance of the opportunities and services provided to the population group covered by the optional priority.

All programs administered by the WIB shall provide information and give priority of service to covered persons (as defined in Public Law 107-288) regarding benefits and services that may be obtained through other entities or service providers and ensure that each covered person who applies to or who is assisted by such a program is informed of the employment–related rights and benefits to which the person is entitled under this section.

F. *“Identify the funding limits for Individual Training Accounts.”*

Individual Training Accounts over \$5000 will require approval above the case manager level.

G. *“Describe how the local region will ensure that the full array of one-stop services are available to all individuals with disabilities, so that these services are fully accessible.”*

An Ad Hoc Committee on Accessibility for the State of Missouri evaluated the One-Stop’s ability to serve individuals with disabilities in 1999. Their suggested improvements were prioritized. Those of no cost were implemented immediately. Other suggestions were purchased as funds became available according to their priority.

These same guidelines have been used as the One-Stop moved into its new location to insure services are fully accessible to individuals with disabilities.

To offer the full array of one-stop services to all individuals with disabilities, the following list of accessible assistive technological equipment is located in the One-Stop: telephone amplifier, hands-free speaker phone with large key pad, 19 monitors, alternative keyboards, electronic enlarging (CCTV), tape

recorder, TTY with printout, screen enlargement software, trackball, and a height adjustable table.

H. *“Describe how the local region will ensure that the full array of one-stop services are available to all individuals with limited English proficiency.”*

To ensure the full array of one-stop services are available to individuals with limited English proficiency the One-Stop has employed an individuals fluent in both Spanish and English as the Spanish-speaking population is the most prevalent non-English language in the local area.

Additionally, staff accesses the State language dial-up service to assist other foreign language job seekers.

All job seekers with limited English proficiency are referred to English as a Second Language classes at the local Community College.

I. *Describe how the local region promotes Integration of services through dual enrollments.”*

The region promotes integration of services through dual enrollment when appropriate. Case managers of the Dislocated Worker Program under the WIA work closely with State staff operating the Trade Act. Individuals seeking assistance under either program are evaluated for eligibility under both programs. When an individual is determined eligible for both, staff work together to offer the full array of services available through the workforce system. For example, DWP staff will provide an in depth assessment and work with the individual to determine career goals and select a training facility. Staff from TAA will ensure they understand the procedures required to retain U.I. benefits and approve tuition benefits. DWP staff may provide supportive services to insure the individual can participate in the training program. Both staff will record progress and updates in the shared case management system.

All staff have been instructed and encouraged to assess a job seeker's eligibility for all programs and work within the context of the full spectrum of services available through the workforce development system.

“List the local credentials that the board has approved, to include: issuing entity, requirements to earn credential, and the expiration date (if any) of the credential.”

The WIB has approved three types of credentials to be counted toward WIA performance. They are: 1) A certificate from an approved provider on the Missouri Department of Elementary and Secondary Education's State list. 2)

A high school diploma, GED, or a college degree from a college accredited by the Department of Higher Education. 3) A locally defined credential described as a certificate awarded by a training provider or an On the Job Training employer that has identified the skills attained by the participant. The skills must be identified by employer input and must have been reviewed on a monthly basis and have curriculum for the instruction of the skill and is confirmed by reliable testing or demonstration of the skill.

There are no expiration dates of credentials.

VII. Integration of One-Stop Service Delivery

A. *“Describe the one-stop delivery system in the local region, including:”*

1. Continuous Improvement

Continuous improvement of eligible providers of services
The Board will ensure and monitor the ongoing continuous improvement of eligible providers of services using reports of actual performance against the performance levels negotiated with the State for the appropriate time frame. Additionally, statistics published by the Missouri Department of Elementary and Secondary Education’s Employment and Training Division will be monitored for each training provider utilizing local funds.

The Department of Labor’s Simply Better learning network will be accessed for continuous improvement efforts.

Employers will be surveyed periodically to determine if the area’s training needs are being met.

2. How all partner agencies will strengthen their integration

To streamline services in the local system, program providers will co-locate, coordinate and integrate activities and information so that the system as a whole is coherent and accessible for individuals and businesses alike.

Through agreements spelled out in local Memorandums of Understanding, partners agree to empower customers by providing greater levels of information and guidance through a system of consumer reports on providers’ performance and through universal access to all of the workforce system’s programs and core employment-related services.

Additionally, agreements will also be documented in local Memorandums of understanding on the acceptance of information provided on or by the

customer via a partner agency in the local workforce system. The intent is to negate duplicate requests for the same or similar information.

3. A copy of the Memorandum Of Understanding between the local board and each of the one-stop partners concerning the operation of the one-stop delivery system

A copy of the local Memorandum Of Understanding is included as Attachment 6 to this Plan.

- B. *“Describe the plan development process, including how input for the plan was obtained by all the partners involved in the Memorandum of Understanding.”***

Development of this document coincides with the WIB’s broader strategic planning efforts. This broader effort has, through its membership, engaged representatives of all Career Center partners as well as the local business community. This initiative continues to solicit and engage both the end users (businesses) and those involved in the delivery of service (e.g., education, WIA, Wagner-Peyser, organized labor, et al).

VIII. Administration & Oversight of the Local Workforce Investment System

- A. *“Identify the One-Stop Operator for the comprehensive and affiliate one-stop center in the region”***

The local Board, with the agreement of the Chief Local Elected Official, and in agreement with the one-stop partners, designated the St. Charles County Government’s Department of Workforce Development as the One-Stop Operator of the only comprehensive One-Stop center in the region.

- B. *“Identify the members of the local workforce investment board, the organization or business they represent, and the area in Attachment 2 to the plan.”***

See Attachment 2 to this Plan for a full list of members, their organization/business and the interest they represent.

- C. *“Include a copy of the local WIB’s current by-laws.”***

See Attachment 3 to this Plan as requested in the Planning Guidance

- D. *“Performance Improvement Plan.”***

Not applicable in this region

IX. Service Delivery

A. “One-Stop service delivery strategies”

The local system is customer-focused and provides customers access to the information they need to make a sound career choice. Information is made available on both a national and local level.

Local one-stop staff believe customers should be empowered to make informed decisions. To this end, information on the local labor market is provided through State resources, census data and local university surveys. Customers can access this information through self-service activities or with staff assistance. Information on individual training providers’ performance is also made available through the local one-stop.

Individual guidance and workshops are provided to teach job seekers how to research career fields, training providers and specific employers. Guidance is provided on appropriate methods of informational interviewing and why it is important to career decision making.

B. “Adults and Dislocated Workers”

1. Types and availability of all adult & dislocated worker activities available in the local area:

The type and availability of employment and training activities may be provided according to the Individual’s Service Strategy and the availability of funds. These activities include:

CORE SERVICES

- Eligibility determination to receive assistance under Title I of WIA
- Outreach, intake and orientation to the services available through the One-Stop
- Initial assessment of skills, aptitudes, abilities and supportive service needs
- Job search and placement assistance and career counseling when appropriate
- Labor Market Information
- Provision of training providers performance information and costs
- Information on the performance of the local area and the One-Stop delivery system

- Information on the availability of supportive services in the local area, including child care, transportation and referral to such services as needed
- Assistance in establishing eligibility for the Career Assistance Program (CAP) and financial aid assistance for other training and education programs available in the local area
- Follow-up services (including workplace counseling) for 12 months for individuals participating in Title I funded activities who are placed in unsubsidized employment
- Resource room usage
- Self-help group sessions (e.g. resume writing)
- Job referrals
- Screened referrals (e.g. testing and background checks done before referrals or when operating as the employer's agent)
- Job clubs
- Internet access for job search

INTENSIVE SERVICES

For those individuals who are unemployed and are unable to obtain employment through at least one of the core services listed above and who have been determined by a one-stop operator to be in need of more intensive services in order to obtain employment or who are employed but determined by a one-stop operator to be in need of such intensive services in order to obtain or retain employment that allows self-sufficiency, the following services may be provided:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers. This may include diagnostic testing, in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan to identify the employment goals, objectives and appropriate combination of services.
- Group Counseling
- Individual employment counseling and career planning
- Case Management for participants seeking training services
- Short-term prevocational services including development of learning skills, communication skills and employability skills to prepare individuals for unsubsidized employment or training.

TRAINING SERVICES

For those individuals who meet the eligibility requirements for the intensive services listed above and who are unable to obtain or retain employment through such services and who after an

interview, evaluation or assessment and case management, have been determined by a one-stop operator or one-stop partner to be in need of training services and to have the skills and qualifications to successfully participate in the selected training services and who select training that is directly linked to the employment opportunities of the local area and who are determined to be eligible in accordance with the priority system when in affect and who meet the following requirements:

- 1) Unable to obtain other grant assistance for such training, such as Federal Pell Grants or are in need of assistance beyond the assistance of such grants/assistance and
- 2) Select an approved training provider

Training services may include occupational skills training provided through an Individual Training Account, including training for nontraditional employment; on the job training; programs that combine workplace training with related instruction, which may include cooperative education programs; skill upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities provided in combination with services described above; customized training conducted with a commitment by an employer or group of employers to employ an individual upon completion of the training.

In the event that funds allocated to the local area for adult employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services.

OTHER SERVICES

The following services may also be provided locally through the one-stop:

- Customized screening and referral of qualified participants in training
- Customized employment-related services to employers on a fee-for-services basis
- Supportive services for individuals participating in core, intensive or training activities who are unable to obtain such services through other agencies/sources
- Needs-Related Payments to individuals who are unemployed and do not qualify for or have cased to qualify for unemployment compensation for the purpose of enabling participation in

training services, as long as all other conditions of the regulations are met and funding allows

Activities will be coordinated with Partner activities during the development of the Individual Service Strategy.

2. The local individual training account system

Individuals determined to be in need of and appropriate for classroom occupational training and eligible for WIA Title I Adult programs will work with a Title I Career Consultant to research area training programs. The Department of Elementary and Secondary Education's list of approved training providers will be used for statistical and cost data analysis. Participants will be encouraged to do additional research through informational interviewing with area employers of the chosen occupation and site visits to training providers.

Individuals approved for training will be asked to apply for tuition assistance, such as those offered under Title IV of the Higher Education Act.

Once the Title I career consultant and job seeker come to agreement as to the appropriate training and provider, a training plan will be outlined in the Individual's Employment Plan (IEP).

A voucher will be issued to the participant for training services. The voucher will list the maximum amount available for tuition, books, the expiration date of the voucher, the course of study approved and the name of the individual approved for training.

Although DESE would administer the State training provider eligibility process for WIA funds, the local region will retain the authority to require higher levels of local performance. The WIB may also exclude courses of study based on the local labor market and/or projected job openings.

All training amounts approved through the ITA system will be based on reasonable and/or best cost for training in a particular field.

No exceptions to ITAs are planned.

3. How Wagner-Peyser Reemployment Services (Worker Profiling) will be delivered:

Wagner-Peyser Reemployment Services (Worker Profiling) services are offered to individuals chosen by the State DWD as likely to exhaust their Unemployment Insurance benefits before becoming reemployed.

These individuals receive letters telling them to arrive at the local Career Center at a specific date and time (usually a Thursday morning). State DWD staff provide a group orientation to available services. State staff assist these individuals complete a Great Hires registration to insure they receive the maximum number of automated job matches from the system.

Profiled individuals are referred to WIA Dislocated Worker staff for registration into the WIA program. The Profiled participant then receives the full array of Dislocated Worker Program services, as appropriate.

C. *“Describe how workforce investment activities will be coordinated with statewide rapid response activities”*

One Full Time Employee will be designated as the local Rapid Response Coordinator.

The local Rapid Response contact person will coordinate Rapid Response services for layoffs affecting ten to forty-nine individuals. In these instances the local coordinator will attempt to contact the employer within twenty-four hours of notification of the layoff to schedule a meeting with the employer, employees and/or unions. However, the state Rapid Response Coordinator may initiate or assist with certain layoffs of less than fifty employees.

Local Rapid Response staff will immediately notify the State DWD of a mass layoff or plant closing of fifty or more employees occurring in the local area. In these instances where fifty or more employees are affected, all employer contacts will be coordinated as directed by the state Dislocated Worker Unit.

Local Rapid Response staff will attend the Rapid Response meetings as arranged by state DWD staff to explain dislocated worker services and re-employment resources offered locally. The local Rapid Response coordinator will also be available to assist state DWD staff as needed and serve as the coordinator of the local Rapid Response Team made up of appropriate partner agency representatives. Other partners represented on the Rapid Response Team may include local DWD staff, State Division of Employment Security staff and other employment assistance agencies.

As team coordinator the local Rapid Response contact shall:

- Initiate employer contact to explain services and schedule employee Rapid Response meetings, when the State is not the lead on such activity.
- Arrange for local representation to attend scheduled Rapid Response meetings as necessary.

- Contact the Missouri AFL-CIO representative if a union represents the affected employees to inform them of any meetings
- If a Transition Team is established, the contact person will provide a presentation regarding the specific WUA dislocated worker services during Transition Team training.
- Arrange Rapid Response meeting for affected employees and ensure all necessary information is presented. During the employer meeting the local Rapid Response contact person will identify the agencies to be included in the Rapid Response presentations and establish an agreement with local agencies to provide these services at Rapid Response meetings.
- Establish contact with community agencies, employers, chambers of commerce and other social service organizations in the local area and provide them information regarding services the state Dislocated Worker Unit and the state Department of Economic Development can provide. The local Rapid Response contact person will also suggest ways the local community agencies can provide assistance for the affected workers and community. In the event of mass layoffs or closings, the local contact person will assist the state Dislocated Worker Unit in coordination of community services.
- Collect surveys from employees attending Rapid Response meetings which will include data on the type of services employees are interested in , as well as general employee information using a locally developed survey instrument.
- Present information at Rapid Response employee meetings scheduled by the state Dislocated Worker Unit. If the local contact person cannot attend, the local contact will delegate Rapid Response duties to the alternate contact person to present information. The local contact person will consistently present WIA Dislocated Worker information at Rapid Response meetings.
- Coordinate the delivery of services to non-residents laid off within the local workforce investment region. Coordination will include the development of non-financial agreements between Workforce Investment Regions to ensure services are comparable, including plan modifications if necessary.
- Will include a brief discussion on stress with layoff and if needed, arrange for stress workshops to be held at a later date.

D. “Youth”

1. **“Provide a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities. Include the local policy on partnering with and prioritizing services for serving youth most in need.”**

The St. Charles Region will include the following activities and supportive services to eligible youth seeking assistance with the necessary options for achieving academic and employment success:

- Outreach to eligible youth within the county
- Intake and eligibility determination of all applicants
- Orientation which includes information on the partners, services and activities available within the one-stop
- Objective assessment of the academic levels, skill levels, and service needs of each participant, including a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for non-traditional jobs), supportive service needs, and developmental needs. Acquiring a recent assessment of the participant, conducted by another education or training program would alleviate the requirement to obtain a new one.
- Development of an individual service strategy for each youth participant including identifying a career goal (including, in appropriate circumstances, non-traditional employment), appropriate achievement objectives, and appropriate services for the participant taking into account the objective assessment information. Acquiring a recent service strategy of the participant, conducted by another education or training program, alleviates the requirement to obtain a new one.
- Preparation for post-secondary educational opportunities, in appropriate cases
- Strong linkages between academic and occupational learning.
- Preparation for unsubsidized employment opportunities, in appropriate cases.
- Effective connections to intermediaries with strong linkages to the job market and local and regional employers.

The programs described above shall provide the following ten program elements:

1. Tutoring, study skills training, leading to completion of secondary school, including dropout prevention strategies
2. Alternative secondary services, as appropriate
3. Summer employment opportunities that are directly linked to academic and occupational learning
4. Paid and unpaid work experiences, including internships and job shadowing, where appropriate
5. Occupational skill training
6. Leadership development opportunities, which may include community service and peer centered activities encouraging responsibility and other positive social behaviors during non-school hours
7. Supportive services

8. Adult mentoring for the period of participation and a subsequent period for a total of not less than 12 months
9. Follow-up services for not less than 12 months after the completion of participation
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate

Successful providers of youth services include the partner agencies of the local One-Stop, proprietary schools indicated in the State approved provider list, Youth In Need, MERS/Goodwill and the Boys and Girls Clubs of St. Charles.

Partners physically located in the One-Stop include the St. Charles County Department of Workforce Development; the State Division of Workforce Development, including Veteran's services; St. Charles Community College as providers of Adult Basic Education and Project Jess (an agency providing employment programs to the developmentally disabled). Additionally, a representative from Job Corp makes appointments at the One-Stop to provide information and assist individuals enrolling in Job Corp programs.

Partners that are not physically located at the One-Stop but who will potentially provide services to youth include Lewis & Clark Career Center, Vocational Rehabilitation, NECAC, The State Division of Youth Services, and the State Dept of Labor and Industrial Relations for Unemployment Insurance benefits,

The local policy on prioritizing services for those youth who are most in need:

All youth served with local Workforce Investment Act funds have a barrier to self-sufficiency. The barrier may be Youth in foster care, those at risk of dropping out of school, those aging out of foster care, youth offenders, children of incarcerated parents, homeless youth and pregnant or parenting youth.

2. **“Provide a description of any innovative service delivery projects for you currently operating in the region. Describe the local board’s involvement in the project and the board’s effort to continue involvement and funding for the continuation of these projects.”**

The Youth Opportunities Program is currently operating at two locations in the St. Charles region. The program was originally funded through the State Department of Workforce Development with Wagner-Peyser funds.

The program provides resources for the local Boys and Girls Clubs of St. Charles to purchase a multi-media program, called "CareerLaunch". This program is available through the Boys and Girls Club National headquarters for local Clubs wanting to add a career component.

The Boys and Girls Club of St. Charles County, in collaboration with the St. Charles County Workforce Investment Board, will utilize "CareerLaunch", to offer a Career Exploration and Mentoring Program for local teens. This multi-media program consists of the following components:

- "Career Exploration Quick Reference Guide" – A leader's guide of skill building activities to do with teens individually or in small groups. The activities focus on finding and keeping jobs.
- "CareerLaunch Teen Tips" – Full color, easy to read booklets issued to participants. "CareerLaunch Teen Tips" provide practical advice and tools used for job hunting.
- CareerLaunch Web Site – A member's only, interactive web site that provides teens, staff and volunteers online career exploration and job search resources. Participants can take interest surveys, play career-related games, research different careers, view occupational video clips and search for colleges and technical schools, as well as, financial aid options.
- CareerLaunch Multi-Media Outreach CD-ROM – The CD-ROM allows the club-based program to become an accessible, computer-based resource that adapts to any setting. The mobility of the CD-ROM provides outreach opportunities to non-club members in underserved areas. Some of the CD-ROM's interactive features include an Interview Matrix Game, career interest profiles, resume development, and research on college admissions processes, SAT/ACT testing and financial aid.

The program will be offered in two sessions at each of the two Boys and Girls Club locations. The first will be a twelve week summer session. The second session will operate from September to December. Each session will consist of weekly classroom instruction and counseling/guidance sessions. Paid work experience will be provided to appropriate participants.

A personal finances component will be incorporated into the program. The MoneySmart training through the FDIC will be made available as a resource to the program.

Services provided through the Workforce Investment Act will be coordinated with activities of the Boys and Girls Club of St. Charles County to avoid duplications of services and to leverage available resources.

The St. Charles Workforce Investment Board will monitor the progress and outcomes of youth participating in CareerLaunch. The Board will seek other resources to continue funding the program as warranted by program results. This may or may not include funds provided by local Workforce Investment Act resources.

E. “Business Services”

1. Describe efforts to continue Business Outreach and Service Plan implementation regarding achievement of coordinating business outreach efforts through a single point of contact system.

In order to insure the activities listed in the region’s Business Outreach Plan were attained and documented, the WIB assigned the local DWD Business Representative as administrative support for the Plan’s action items, including the task of reporting progress or barriers to the WIB.

Partners that were not originally part of developing the Plan were invited to participate as outlined in the original document.

These partners agreed to participate and several meetings took place.

It was decided the activities outlined in the original Plan submitted to the State were too ambitious. New completion dates and edits were made to the action items.

However, first tier partner staff work to broker all programs and services to business. Cross-trainings occur through formal training and informal discussion.

Additionally, all staff of the one-stop who touch business customers utilize the Toolbox system to track contact and service provision. The local manager of State DWD staff forwards all notices to appropriate staff regarding updates and changes to the Toolbox system.

The local area believes innovative outreach practices, unfortunately, do not fit in the prescribed Plan that was required to be submitted according to the State’s Outreach Plan guidelines. The area is, however, currently exploring new ways of providing labor services to employers that do not follow traditional governmental methodologies of labor matching.

The area is looking to supply businesses with employees using private sector techniques. Once procedures are developed to the business sector's approval, staff will work to fit the procedures into the State's tracking system.

See Exhibit 2 for revisions made to the originally submitted Plan.

2. **“Describe the region’s commitment to businesses and how the training needs of businesses will be addressed, including implementing incumbent worker and On-the-Job Training programs. Include a description of how these services will not duplicate and will coordinate with Missouri incumbent worker and industry training programs.”**

The St. Charles WIB is currently re-working its strategic plan for the Board to focus more closely on what the Board and the local workforce system can do to assist area businesses that provide livable-wage jobs.

The WIB is analyzing data from several studies of the local economy to determine how to achieve the most impact from available resources. This includes developing target industries and their applicable occupations, the skills they require and where and how the workforce can best obtain those skills. Two of the avenues to be explored regarding skill attainment will be On-the-Job-Training and incumbent worker training.

On the Job Training (OJT) may be used in two instances. One would be for WIA eligible new hires into target industries/occupations. Procedures for OJT will follow the DWD Issuance regarding OJT procedures to insure no duplication of services occur.

Secondly, the region plans to offer incumbent worker training to area employers. To insure no duplication of service occurs, WIA operators will work with local economic developers in identifying business in need of incumbent worker training. The economic developers are aware of what incentives, including training services each company has received prior to the provision of local incumbent worker training.

It is anticipated that local incumbent worker training will be provided as on-the-job-training due to the survey results of the Skill Gap Analysis. Since most of Missouri's incumbent worker and industry training programs are provided as classroom training no duplication of effort is expected. However, staff will be instructed to ensure coordination of services occur without duplication.

The St. Charles Region will actively coordinate with DWD Central Office Business Relations staff to avoid duplication of incumbent worker (Classroom and OJT) and other industrial training programs.

F. Innovative Service Delivery Strategies

“Describe how the region will support the Missouri Re-entry Process (MRP) ex-offender initiative. Include the services to be provided to ex-offenders and the process to be used to identify employers willing to hire ex-offenders.”

The area is willing to participate and support the MRP ex-offender initiative. Due to the fact that Workforce Investment Act funds are limited in the area, no dedicated services will be available.

However, each offender referred from a Missouri Department of Corrections (DOC) Transitional Housing Unit (THU) will be provided an initial appointment with a designated Career Center staff person upon receipt of such referral. The initial appointment will consist of an assessment and referral to appropriate services and/or programs.

Business service staff will inquire into each business' willingness to hire ex-offenders during routine business development activities.

G. Strategies for Faith-based and Community-based Organizations

“Describe those activities to be undertaken to: (1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the one-stop delivery system and (2) expand the access of faith-based organizations' clients and customers to the services offered by the one-stops in the region. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the local workforce investment area to help meet the objectives of WIA. (Reference DOL's “Making It Real: Strategies for State Agencies and Local Workforce Boards to Increase Partnerships with Faith-Based and Community Organizations.)”

The St. Charles WIB continues to reach out to the local community to increase opportunities and expand access.

The WIB is engaged with the Community Council and other social service agencies which include a broad array of both faith-based and community-

based programs. Through these affiliations we strive to inform and expand access.

X . Local Administration

- A. *“Identify the local levels of performance negotiated with the Governor and chief elected official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop-delivery system in the local area.”***

See Exhibit 3 for performance measures submitted to DWD for negotiation.

- B. *“Identify the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i)”***

The County Executive of St. Charles County, with agreement of the Workforce Investment Board, has designated the County Department of Finance as the fiscal recipient of all local WIA funding with the County Department Workforce Development as the sub-recipient. Funds for specific programs may also be competitively awarded through sub-contracts with the County.

- C. *“Describe the competitive process used to award the grants and contracts in the local area for activities carried out under subtitle I of WIA, including the process to procure training services for youth and any that are made as exceptions to the ITA process.”***

The State of Missouri’s procurement guidelines will be used for awarding grants, contracts and/or sub-contracts.

In addition to the applicable procurement requirements, the following criteria will be used when awarding services and sub-contracts to carry out activities under this subtitle:

- The demonstrated performance of the respondent in the delivery of comparable services’
- The respondent’s financial resources or their ability to obtain them. Acceptable evidence to be reviewed shall consist of commitments that exist at the time of the contract award to rent, purchase or acquire the needed facilities, equipment, other resources and personnel positions identified in any proposal. Additional information to be acquired and assessed is the organization-wide budget with assured commitment from other funding sources to ensure the agency’s ability to fully perform and remain a viable organization during the full program year

- The ability to meet program design specifications at a reasonable cost, as well as the ability to meet performance goals
- A satisfactory record of integrity, business ethics and fiscal accountability
- The necessary organization, experience, accounting and operational controls. This shall include acquisitions, review and assessment of an organizational chart including proposed inclusion of staff to perform the program; narrative description of fiscal and operational systems to assess internal and operational controls.
- The technical skills to perform the work
- Those entities having been assessed with other than minor deficiencies in the above area shall be considered “high-risk” and shall invoke proper special funding restrictions.

The process to procure training services for youth:

A public notice will be placed in the local newspapers and a letter sent to all occupational skill training providers in the area, as well as, WIA eligible and non-WIA eligible providers. The public notice and letter states that funds are available to serve youth in skill training and that any interested provider must be on the WIA eligible Training Provider List. In order to become eligible, the provider must meet the Training Provider Certification requirements. The web outlining the requirements will be listed in the notice and letter in addition to the Department of Elementary and Secondary Education’s phone number.

When a local case manager determines that skill training is appropriate for an individuals youth based on assessment, the case manager and the individual youth determine which type of skill training program would be the most appropriate. At that time, the case manager will competitively assess the training available by using the information on the Eligible Training Provider list. The competitive assessment will consist of reviewing and evaluating costs, location, performance, etc. of the program to determine which is the best option for the youth to receive the skill training. The competitive process will be documented by the case manager as to why a particular training provider is chosen.

This will be accomplished through individual referrals rather than group-sized training sessions.

D. “Describe how the local region is working towards eliminating duplicative administrative costs to enable increased training investments.”

The fiscal agent provides all administrative services rather than passing these activities on to WIA sub-contractors.

E. “Identify how the local region ensures that services are not duplicated.”

The St. Charles Workforce Investment Board utilizes resource mapping and formal Memorandums of Understanding to delineate service provision and the limitations of services offered by each partner.

F. “Establish and define the local policy and procedure for Complaint and Grievance in accordance with the WIA 20 CFR 667.600.”

See Attachment 4 of this Plan for a copy of the local Complaint and Grievance Policy.

G. “Include the planning budget summaries for Program Year 2005 and Fiscal Year 2006 in Attachment 5 to the local plan.”

See Attachment 5 of this Plan for a copy of the budget summaries.

**The Partners and Services Provided
At
The Comprehensive One-Stop Center**

Contact information for the comprehensive one-stop center:

Missouri Career Center
212 Turner Blvd.
St. Peters, MO 63376
Telephone: (636) 278-1360
Fax: (636) 278-1957

Partners physically located in the One-Stop: St. Charles County Department of Workforce Development, State Division of Workforce Development, St. Charles County Community College Adult Basic Education, Veterans Services, the Department of Labor and Industrial Relations (i.e., Unemployment Insurance Compensation) and Project JESS.

Services to Be Provided Through the One-Stop

The graph on the following page lists the services provided by each partner.

DWD	-	Division of Workforce Development
SCCC	-	St. Charles Community College
U.I.	-	Unemployment Insurance
WIA	-	St. Charles County Dept. of Workforce Development

“X” provided to the general population

‘L’ provided to limited population (i.e. only provided to customers of the program)

CORE SERVICES	DWD	SCCC	U.I.	WIA
Outreach	X	L		X
Intake/Reception	X			X
Eligibility	L	L	L	X
Orientation	X	L		X
Initial Assessment, including support needs				X
Job Search/Placement Assistance (Job vacancy listings)	X	L		X
Provide local labor market information	X	L		X
Provide Trng Providers performance & costs info	X	X		X
Info on Local One-Stop System performance	X	X		X
Info on the availability of supportive services	X	X		X
Assistance establishing eligibility for CAP & financial aid for trng and educ	X	L		X
Post-emp. follow up, including wrkplace counseling for 12 mos	X			X
Staffed Resource Room	X	L		X
Self-help group sessions				X
Job referrals	X	L		X
Screened referrals	X			X
Sustained Job Clubs	X			X
Internet access for job search	X	X		X
Staffed Computer Lab	X	L		X
INTENSIVE SERVICES	DWD	SCCC	U.I.	WIA
Specialized assessment	X	L		X
Individual employment plan	L			X
Targeted job development	X			X
Supportive services			X	X
Life Skills Training		L		X
Needs Related Payments				X
Assistance filing UI claims	X		X	X
Case management	L	L		X

TRAINING SERVICES	DWD	SCCC	U.I.	WIA
Classroom Occupation Skills Training		X		X
On the Job Training		X		X
Entrepreneurial Training		X		X
Basic Skills Upgrading		X		X
Job Readiness Training		X		X
Adult Education & Literacy		X		X
Individual Training Accounts/Vouchering				X
Work Experience				X
Try-Out Employment				X
Job Shadowing		X		X
Customized Training		X		X
EMPLOYER SERVICES	DWD	SCCC	U.I.	WIA
Applicant Screening	X	L		X
Work-site training		X		X
Brokering tailored training services		X		X
Employer Resource Library	X	X		X
Employer Seminars	X	X		X
Employer Surveys	X	X		X
Interviewing Services	X	X		X
Job Matching Services	X			X
Job Task Analysis		X		X
List Job Openings	X	X		X
List Resumes of Job Seekers	X			X
Info re: Government Programs	X	X		X

There are currently no affiliate one-stop sites in the local region.

(See hard copy for Attachment 2)

BYLAWS

ST. CHARLES COUNTY WORKFORCE INVESTMENT BOARD

PREAMBLE

The Grant Recipient for the Workforce Investment Board is St. Charles County Government. The St. Charles County Department of Workforce Development is the Administrative Entity. All Board members are appointed by the County Executive of St. Charles County. The Board at a minimum will be represented by 51% private sector businesses and others representing the following: organized labor, education, community-based organizations, economic development, and one-stop partner agencies, in accordance with the Workforce Investment Act. The Board itself is certified for two years, then at the end of that time the members may be reappointed if in good standing. The County Government will indemnify and save harmless the appointed board members under a continuous liability policy.

DEFINITION OF TERMS

ADMINISTRATIVE ENTITY: The entity designated to administer programs under local designated area, also referred to as the program administrator. The Chief Elected Official determines the Administrative Entity.

BOARD: Refers to the Workforce Investment Board of St. Charles County. The two terms are synonymous as used in this document.

CHIEF ELECTED OFFICIAL: Officer of a unit of local government in a local area, County Executive of St. Charles County.

COMMUNITY-BASED ORGANIZATION: Private nonprofit organizations which are representative of communities or significant segments of communities and which provide programs and services.

ECONOMIC DEVELOPMENT AGENCIES: Local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, or assisting in local economic development.

EXCUSED ABSENCE: Absence from either a Board or Committee meeting due to illness, business, or employment related responsibilities. In order for an absence to be excused, notification must be given to the Board Chairperson, in the case of a Board meeting, or Committee Chair, in the case of a committee meeting, at least twenty four hours prior to the scheduled meeting. Emergency situations will be reviewed on a case by case basis by the Executive Committee.

LABOR MARKET AREA: An economically integrated geographic area as defined by the U.S. Department of Labor or the Governor.

LOCAL AREA: A workforce investment area designated by the Governor, after consideration of the geographic areas within the State.

LOCAL AREA BUSINESS REPRESENTATIVE: Persons who are owners, chief executives or chief operating officers of private for-profit employers and major nongovernmental employers, such as health and educational institutions or other executives of such employers who have substantial management or policy responsibility.

LOCAL BOARD: A group of individuals representing local businesses, local educational entities, labor organizations, community-based organizations, economic development agencies, representatives of one-stop partners, or others as deemed appropriate by the County Executive. This group comprises the Workforce Investment Board for the local area. It was certified by the Governor to set policy for the portion of the statewide workforce investment system within the local area.

LOCAL EDUCATION AGENCY: Any certified secondary or post-secondary school or school board in the local area.

LOCAL PLAN: The local board shall develop and submit to the Governor a comprehensive five year local plan in partnership with the Chief Elected Official. The plan shall be consistent with the State Plan and the requirements of the Workforce Investment Act.

LOW INCOME: To qualify for low income status it must be an individual or a member of a family who receives cash welfare payments, or has received a total family income (for the six-month period prior to application) which, in relation to family size, was not in excess of the poverty level or 70% of the lower living standard income level, or is receiving food stamps, or is a foster child, or, an individual with a disability whose own income qualifies as economically disadvantaged, but is a member of a family that may not meet such requirements.

MEMORANDUM OF UNDERSTANDING: An agreement between the one stop partners and the Workforce Investment Board, which identifies the function, responsibility, role, and accountability they have in the one stop system.

ONE STOP OPERATOR: One or more entities designated or certified to operate a one stop system. This may be a public or private entity or consortium of entities of demonstrated effectiveness located in the local area such as a post secondary educational institution, an employment service agency established under Wagner-Peyser Act, a private nonprofit organization, a private for profit entity, a government agency, and/or another interested organization or entity like a local chamber of commerce or business organization.

ONE STOP PARTNER: An entity that carries out programs or activities under Title I of the Workforce Investment Act, Carl Perkins Vocational & Applied Technology Education Act, Housing & Urban Development employment & training programs, adult education, unemployment insurance, Wagner-Peyser Act & Trade Act, Vocational Rehabilitation, Temporary Assistance to Needy Families & Food Stamps, Title V of the Older Americans Act, or an entity that is participating with the approval of the local board and chief elected official, in the operation of a one-stop delivery system.

PROGRAM YEAR: A one year period of program operation beginning July 1 of every year and ending June 30 of the following year.

QUORUM: A quorum is defined as at least fifty percent (50%) plus one of the Board's current membership. A quorum, once duly constituted, cannot be broken.

STATE BOARD: A state workforce investment board established by the Governor which assists in the development of the state plan, development and continuous improvement of statewide system, designation of local areas, development of allocation formulas, development and continuous improvement of state performance measures, comment annually on measures taken of the Carl Perkins Vocational & Applied Technology Education Act, preparation to the annual report to the Secretary, development of the statewide statistics system, and development of an incentive grant. The Missouri Training & Employment Council is the state board for Missouri.

WORKFORCE INVESTMENT BOARD - LOCAL DELIVERY AREA MEMORANDUM

OF UNDERSTANDING AGREEMENT: An agreement between the Board and County Executive of St. Charles County. This agreement identifies the relationships, functions, and responsibilities between the Board and Chief Elected Official in the operation of WIA programs in a given local area. This agreement at a minimum shall define roles, identify respective accountability, and outline the planning process.

WORKFORCE INVESTMENT ACT (WIA): Public Law 105-220, otherwise known as Workforce Investment Act of 1998 - 20 U.S.C. 9201. The intent of the Act is to consolidate, coordinate, and improve employment, training, literacy, and vocational rehabilitation programs in the United States.

ARTICLE I **SCOPE AND PURPOSE OF THE BOARD**

Section I - General

The County Executive is authorized to appoint the members of the Board in accordance with criteria established by the Governor and the State Council. The County Executive is to be in partnership with the St. Charles County Workforce Investment Board.

Section II - Mission Statement

The St. Charles County Workforce Development System is an alliance of community leaders dedicated to developing workforce talent, strengthening business and promoting economic success.

ARTICLE II **FUNCTIONS & RESPONSIBILITIES**

Section I - Responsibility of the Board

The Board's responsibility is to convene to discuss workforce issues in St. Charles County and exercise oversight with respect to activities under the Plan in partnership with the County

Executive. The intent of the Workforce Investment Act is to charge the Board with the responsibility of consolidating, coordinating and improving employment, training, literacy and vocational rehabilitation programs in the St. Charles area. In order to carry out its functions, the Board will utilize the Administrative Entity's staff.

Section II - Functions of the Board

The Board's specific functions and responsibilities are identified as follows:

1. Shall develop the five year local Workforce Investment Plan and conduct oversight of the one-stop system, youth activities, and employment and training activities under Title I of the Workforce Investment Act, in partnership with the County Executive;
2. Shall select the one-stop operator with the agreement of the County Executive;
3. Shall establish a Youth Council with appropriate categories of membership in accordance with the Act;
4. Shall negotiate Memorandums of Understanding concerning One-Stop system with agencies required to participate in the One-Stop system in accordance with the Act;
5. Shall develop and recommend the policies, goals, and objectives for the workforce development system within the St. Charles Labor Market Area in accordance with identified needs;
6. Shall recommend a budget for the purpose of carrying out the programs and activities of WIA;
7. Shall negotiate and reach agreement on local performance measures with the County Executive and the Governor;
8. Shall promote the coordination of workforce development activities with economic development strategies and the development of employer linkages, and promote private sector involvement in the statewide workforce development system through effective collaboration with the one-stop operator;
9. Shall review performance related data for the purpose of evaluating the effectiveness of the programs provided by the one-stop operator;
10. Shall develop and conduct outreach efforts and public awareness for the workforce development system; and
11. Shall participate in regional planning responsibilities required by the State in accordance with the Act.

Section III - Conflict of Interest

A member of the Workforce Investment Board may not vote or participate in debate on any matter which has a direct bearing on services to be provided by that member or any organization that such members represent, or by which the member is employed, or that would provide direct financial benefit to such members, or the immediate family of such members. Abstentions should be reflected in the minutes.

Section IV – Expectation of Board Members

Each board member is expected to attend all full board meetings and participate in at least one committee. Attendance at Committee Meetings and Special Meetings is highly important. Poor attendance at Board meeting due to unexcused absences will be reviewed by the Executive Committee. Poor attendance at committee meetings due to

unexcused absences will be reviewed by the Committee Chairs. A member not in good standing may be suspended or expelled by a majority vote of the Executive Committee with agreement from the County Executive.

ARTICLE III **MEETINGS & PROCEDURES**

Section I - Full Board Meetings

The regular Board meetings will be held on the first Wednesday, on the even numbered months. The day, time and location can be changed at the discretion of the Board members. Notification of meetings will be by written notice at least seven days preceding the scheduled meeting. The Administrative Secretary will notify the Board and have the responsibility for making the notice public in accordance with the Missouri Sunshine Law. Meetings are open to the public. A quorum must be present for the Board to conduct business. Attendance is of utmost importance and the County Executive may replace a member for poor attendance. Poor attendance shall be defined as attending less than two thirds of the full board meetings or one half of the committee meetings due to unexcused absence. When resigning, a letter of resignation should be sent to the Chairperson and County Executive. The County Executive will appoint a replacement Board member to complete that individual's term.

Section II - Committee Meetings & Special Meetings

Special meetings of the Board may be called by the Chairperson or by a majority of the Board. Special meeting of any committee may be called by the committee chairperson or by a majority of the committee members.

Section III - Board Agenda

The agenda deadline will be seven days before the scheduled Board meeting. All requests for agenda items are to be communicated to the Chairperson or Administrative Secretary before the deadline. The Board agenda will provide for members to request from the floor for items to be added.

Section IV – Proceedings for Meetings

Meeting proceedings will be governed by Robert's Rules of Order, Revised.

ARTICLE IV **COMPOSITION & GOVERNANCE**

Section I - Board Officers

The Officers of the Board consist of the Chairperson, Vice Chairperson, Secretary, Parliamentarian and Committee Chairs.

The Chairperson shall be elected from among the private sector members on the Board. The Chairperson will supervise and control all of the business of the Board membership and appoint committee chairpersons and committee members as required. The Chairperson will conduct all regular Board meetings. There will be an annual reaffirmation of the Chairperson.

The Vice Chairperson shall be elected from the private sector members on the Board. In the absence of the Chairperson, or in the event of the Chairperson's inability to act, the Vice Chairperson will perform the duties of the Chairperson. If the Chairperson resigns,, the Vice Chairperson assumes the role of Chairperson until such time as an election for Chairperson can take place. The Vice Chairperson will assist the Chairperson as needed and/or when requested by the Chairperson.

The Secretary will be responsible for recording attendance at the meetings and determining if a quorum is present. The Secretary is responsible for ensuring that the meeting is recorded and minutes are prepared.

The Parliamentarian shall provide guidance to the Chairperson and Board regarding procedures and conduct of meetings and assist the Board and officers in the interpretation and enforcement of the By-Laws. The Parliamentarian, as may be requested and be appropriate, provide general guidance to the Board and officers regarding specified contractual or other matters having procedural or structural implication for the Board and its affairs.

There is a reaffirmation of the Executive Board members in the odd numbered years at the October full Board meeting. Each reaffirmation must be voted on by a quorum of the full board.

Any officer elected or appointed by the Board may be removed by the membership, whenever in its judgment and the best interest of the Board would be served thereby. Removal will be by majority vote of members attending a meeting where a quorum is present.

Section II - Committees

In addition to the Youth Council and the Executive Committee, the Board shall have committees which will be charged with specific duties. The Chairperson is charged with providing those duties to the committees.

The Executive Committee may exercise the authority of the full Board with the exception of the limitations to Committee powers. The minimum membership will be six with no maximum limit; a majority of the Executive Committee members must represent the private sector. If unable to fill the majority of Executive Committee positions from the private sector, the Chairperson has discretion to appoint members from the community based organizations sector, the education sector, the labor sector, or the economic development sector. The Chairperson of the Board will serve as Chairperson of the Executive Committee. The Board Chairperson will appoint the Committee Chairpersons. Any action taken by the Executive Committee on behalf of the Board will require full disclosure to the Board at the scheduled meeting, following the action taken. The Executive Committee's duties are acting on behalf of the Board as may be required, making recommendations to the Board, which meet the needs of both the area's employers and job seekers, reviewing and upgrading recommendations to the Board for its bylaws, and setting the board agenda.

The Youth Council is an advisory committee to the Board for youth activities. This council will consist of members of the Board and other community members with expertise or an interest in youth services, at least one past or present participant and at least one parent of a past or present participant shall serve. This committee is responsible for the development of the Plan relating to eligible Youth. This council may suggest and coordinate youth activities authorized by the Act and other duties deemed appropriate by the Board Chairperson.

Committees are encouraged to engage members of the business community who are not Board members in the work of the committee. Any committee participants who are not Board members are non-voting members of the committee. This does not apply to members of the Youth Council, which must comply with the Workforce Investment Act.

An Ad Hoc Committee may be formed when necessary to discuss, plan, review, or evaluate specific matters as they occur. Such committee may be formed by the Chair at the request of the Executive Committee or of the Board as a whole.

ARTICLE V **BYLAWS AMENDMENTS**

Bylaw amendments may be made whenever necessary for the Board's best interest. The amendments will be proposed in writing and sent with the agenda announcements prior to all meetings. The motion for such amendments will be made to the Executive Committee for the first reading following the draft of the amendment. A two-third majority of those voting at the Board meetings will be required to amend the bylaws.

(Attachment 4 not available electronically – see hard copy.)

PLANNING BUDGET SUMMARY

Attachment 5

Local Workforce Investment Area (I WIA): ST CHARLES

Program Year Source of Funds: PY' 06 or FY' 06

Non-Administration Transfer From Title I-B Adult to Dislocated Worker(30% max. orig. alloc.): \$ _____

Non-Administration Transfer From Title I-B Dislocated Worker to Adult(30% max. orig. alloc.): \$ _____

	Original Allocation	Revised Allocation with Transfer(s)
WORKFORCE INVESTMENT ACT		
LOCAL ALLOCATIONS:		
Title I-B Adult	\$ 104,504.00	\$ _____
Title I-B Youth	\$ _____	\$ _____
Title I-B Dislocated Worker	\$ 220,183.00	\$ _____
GRAND TOTAL LOCAL WIA ALLOCATIONS	\$ 324,687.00	\$ _____

(if transfers, fill in both Original and Revised Allocations columns above for all funding)

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10%
of Total of Adult, Youth, and Dislocated Worker WIA Original Allocations) \$ 32,468.00

TITLE I-B ADULT [NON-ADMINISTRATION]: **AMOUNT**

Program Services \$ 94,054.00

GRAND TOTAL TITLE I-B ADULT [NON-ADMINISTRATION] \$ 94,054.00

(Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION]: **AMOUNT**

Program Services \$ 198,165.00

GRAND TOTAL TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION] \$ 198,165.00

(Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B YOUTH [NON-ADMINISTRATION]: **AMOUNT** **AMOUNT**

Program Services In School Youth _____

Program Services Out of School Youth _____

Summer Employment Opportunities In School Youth _____

Summer Employment Opportunities Out of School Youth _____

Total Program Services _____

GRAND TOTAL TITLE I-B YOUTH [NON-ADMINISTRATION] _____

(Minimum of 90% of Allocation)

PLANNING BUDGET SUMMARY

Attachment 5

Local Workforce Investment Area (LWIA): ST CHARLES

Program Year Source of Funds: PY' 05 or FY'

Non-Administration Transfer From Title I-B Adult to Dislocated Worker(30% max. orig. alloc.): \$

Non-Administration Transfer From Title I-B Dislocated Worker to Adult(30% max. orig. alloc.): \$

	Original Allocation	Revised Allocation with Transfer(s)
WORKFORCE INVESTMENT ACT		
LOCAL ALLOCATIONS:		
Title I-B Adult	\$ 27,097.00	\$
Title I-B Youth	\$ 151,153.00	\$
Title I-B Dislocated Worker	\$ 89,647.00	\$
GRAND TOTAL LOCAL WIA ALLOCATIONS	\$ 267,897.00	\$

(if transfers, fill in both Original and Revised Allocations columns above for all funding)

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10%
of Total of Adult, Youth, and Dislocated Worker WIA Original Allocations) \$ 26,788.00

TITLE I-B ADULT [NON-ADMINISTRATION]: AMOUNT

Program Services \$ 24,388.00

GRAND TOTAL TITLE I-B ADULT [NON-ADMINISTRATION] \$ 24,388.00

(Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION]: AMOUNT

Program Services \$ 80,683.00

GRAND TOTAL TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION] \$ 80,683.00

(Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B YOUTH [NON-ADMINISTRATION]: AMOUNT AMOUNT

Program Services In School Youth \$26,038.00

Program Services Out of School Youth \$85,000.00

Summer Employment Opportunities In School Youth \$5,000.00

Summer Employment Opportunities Out of School Youth \$20,000.00

Total Program Services \$136,038.00

GRAND TOTAL TITLE I-B YOUTH [NON-ADMINISTRATION] \$136,038.00

(Minimum of 90% of Allocation)

GRAND TOTAL (must equal Grand Total Local WIA Allocations above) * \$ 267,897.00

Memorandum of Understanding of the St. Charles County Workforce Development System

This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the St. Charles County Local Workforce Investment Board, hereafter referred to as the LWIB and the One-Stop Delivery System signatory partners, hereafter referred to as the One-Stop Partners, to describe how their various funding streams and resources will be utilized to better serve their mutual customers, both job seekers and employers. It is understood that the development and implementation of this system will require mutual trust and teamwork between the One-Stop partnering agencies. Guiding this agreement is a commitment to increasing each partner's ability to improve customer service through the development of a comprehensive service delivery strategy to provide services. It is our intent that such a system will enable each partner to work in concert in operating programs, building on the strengths of each respective agency and on the linkages formulated at the state level to offer a seamless provision of service.

The vision of the St. Charles County One-Stop system is to advance the economic well-being of the area. This is true of both employers and individual job seekers and their families. By serving individuals first entering the workforce, those recently separated from the labor market, incumbent workers and employers, the One-Stop system will increase the economic productivity and self-sufficiency of the entire area. This will be achieved through an integrated and cooperative approach to education, training, support and assistance to employers.

The One-Stop system will provide access to all resources necessary to connect employers, paying a family-sustaining wage, to an educated and trained workforce.

This alliance of various agencies and organizations is dedicated to establishing continuous improvement and quality customer service.

The One-Stop Partners

Partners physically located in the One-Stop: St. Charles County, Division of Workforce Development, St. Charles Community College and the Division of Family Services.

Partners that are not physically located at the One-Stop but whose services are accessible through the One-Stop: Lewis & Clark Career Center, Vocational Rehabilitation, NECAC, Adult Education of St. Charles School District, Unemployment Insurance Compensation and the Mid East Agency on Aging.

The Division of Workforce Development, the Community College and the Division of Family Services are satellite sites offering access to all of the One-Stop services either on-site or through the local referral system.

Operational Commitments

The participating organizations, through this memorandum of understanding, commit to:

- Joint planning, wherein the annual plans of each funding source will be developed in coordination with the overall mission, vision and singular operation of the St. Charles County One-Stop System.
- Joint funding of services, including joint Requests for Proposals when appropriate. Sole source contracting will be adhered to as necessary for funding
- Full integration of service provision
- Joint sharing of data relevant for efficient customer service and program/center evaluation

Sharing of Information and Reporting

Each partner agency will share information needed to effectively operate and evaluate services and overall performance of the One-Stop.

All partners in the One-Stop Delivery system will provide required performance data and adhere to reporting schedules as made possible by their respective internal systems.

Reporting of outcome measures for the system as a whole will be distributed to each participating partner.

Services to Be Provided Through the One-Stop

The following graph lists the services to be provided to the customers and specifies those partners delivering the services.

“X” provided to the general population

“L” provided to limited population (i.e. only provided to customers of the program)

[illegible]

Staffed Computer Lab	X	L						L			X
INTENSIVE SERVICES	DWD	SCCC	L & C	VOC REHAB	NECAC	ADULT ED OF ST. CHAS SCHOOL DIST	CSA	MEAA	DFS	U.I.	WIA
Specialized assessment (diagnostic tests, in-depth interview...)to id barriers & appropriate emp goals	X	L		L							X
Individual emp plan	L			L	L			L			X
Targeted job development	X			L							X
Supportive services				L	L			L		X	X
Life Skills Training		L		L	L						X
Needs Related Payments											X
Assistance filing UI claims	X									X	X
Case management	L	L		L	L						X
TRAINING SERVICES	DWD	SCCC	L & C	VOC REHAB	NECAC	ADULT ED OF ST. CHAS SCHOOL DIST	CSA	MEAA	DFS	U.I.	WIA
Classroom Occupation Skills Training		X	L	L		X					X
On the Job Training		X	L	L				L			X
Entrepreneurial Training		X				X					X
Basic Skills Upgrading		X		L		X					X
Job Readiness Training		X		L	L						X
Adult Educ & Literacy		X				X					X
Individual Training Accounts/Vouchering											X
Work Experience				L							X
Try-Out Employment				L							X
Job Shadowing		X	L	L							X
Customized Training		X		L	L	X					X
EMPLOYER SERVICES	DWD	SCCC	L & C	VOC REHAB	NECAC	ADULT ED OF ST. CHAS SCHOOL DIST	EDC	MEAA	DFS	U.I.	WIA
Applicant Screening	X	L		L							X

Work-site training		X		L		X					X
Brokering tailored trng services		X				X					X
Employer Resource Library	X	X									X
Employer Seminars	X	X				X					X
Employer Surveys	X	X									X
Interviewing Services	X	X									X
Job Matching Services	X			L				L			X
Job Task Analysis		X		L							X
List Job Openings	X	X	L	L	L						X
List Resumes of Job Seekers	X			L							X
Info re: Government Programs	X	X		L		L					X

DWD - Division of Workforce Development
SCCC - St. Charles Community College
L & C - Lewis and Clark Career Center
Voc Rehab - Vocational Rehabilitation
NECAC - North East Community Action Coalition
Adult Education of St. Charles School District
CSA - Community Service Agency
MEAA - Mid East Agency on Aging
DFS - Division of Family Services
U.I. - Unemployment Insurance
WIA - St. Charles County

Insuring Compliance with the Americans with Disabilities Act

The Ad Hoc Committee on Accessibility for the State of Missouri evaluated the One-Stop's ability to serve individuals with disabilities in September, of 1999. Their suggested improvements have been prioritized. Those of no cost were immediately implemented. Others have been and will be purchased as funding allows according to their priority. The One-Stop intends to use the, "Missouri Alternative Communication Resource Directory" for such purchases.

The St. Charles County Community College has an ADD Officer to ensure all programs/services available through the Community College are in compliance with the Americans with Disabilities Act.

Partner agencies with the suggested specialized equipment will be used for referral assistance.

These steps have been taken and will continue in order to insure accessibility to customers with disabilities and other pertinent special populations within the local Workforce Investment Area.

One-Stop Delivery System Performance Criteria

It is agreed that the One-Stop Delivery System will strive to achieve the following for its customers, employees and partners.

All customers will receive:

- Prompt, courteous service from staff
- The services required to achieve their job placement goals
- A structured grievance procedure to file complaints

All employees can expect:

- To work in a safe and professional environment
- To receive the tools to achieve the desired outcome for their customers

All partners will:

- Deliver high quality services through the One-Stop System
- Consider the effect procedural changes will have on the One-Stop system

The One-Stop will operate under the guiding principles of:

Customer Satisfaction, Cost Effectiveness, Self-Sufficiency and Welfare Reduction, Enhanced Linkages Between Workforce Services and Business Needs and Universality/Customer Choice

Referrals Between the One-stop Operator and the One-stop Partners

For walk-in customers, the individual will complete an initial intake form. The One-Stop receptionist and/or service entry staff will determine which partner agency is most appropriate to assign a case manager. For customer that have been referred to the One-Stop for a specific program/service, the receptionist or service entry staff will contact the appropriate representative from the designated agency to complete the required enrollment. (e.g. Mandatory food stamp enrollments)

In order to provide a seamless delivery of services, the One-Stop will designate the case manager as the point of contact for customers to access services (other than self-service activities) offered at the One-Stop or to arrange for such services not directly available at the One-Stop.

For services not available at the Center, the case manager will make the appointment, phone call or contact for the individual when necessary. The case manager will follow up to insure the customer received the desired service.

For all services available at the One-Stop, the case manager will share enrollment and assessment information to the partner agencies when necessary. Each partner agency will accept such information to initiate intake into their particular service. Further information may be required as documentation for service.

Therefore, it is agreed that the One-Stop partners of this signed MOU will conduct referral for services in the following manner. All customers referred for services will receive notice of the date, time, and place of the appointment or referred service and the individual making the referral will follow-up at the next contact.

This process will be updated as the Workforce Investment Act is implemented.

Duration and Modification of the Memorandum of Understanding

The One-Stop partners agree that the terms of this MOU will take effect as of the date signed and will continue in effect for one year or such time as any partner will modify, extend or terminate this MOU.

Termination will be effective in either of two events: 1) All partners agree in writing to its termination or 2) The partners receive written notification of termination from one of the other partners.

Any partner to the MOU may request modification of its terms. Ratification of the request by all the other partners will constitute the modification in question. Any partner to this MOU may withdraw, giving written notice of its intent to withdraw as a partner. In such case, all pertinent terms of the MOU will continue in effect for the remaining partners. Any party may cancel the agreement anytime for cause or may cancel without cause on 30-day written notice.

Dispute Resolution/Grievance Procedure

The parties hereto shall first attempt to resolve all disputes informally at the lowest level starting with the One-Stop Operator. If dispute resolution is not accomplished, any party may call a meeting of the parties to formally discuss and resolve all disputes. Should the parties fail to resolve the dispute, the dispute shall be referred to the Chair of the Workforce Development Board, who shall place the dispute upon the agenda of a regular or special meeting of the Board's Executive Committee. The Executive Committee shall mediate the dispute and shall have final authority to resolve the issue.

Assurances

The Local Board and the partners, herein described as parties to this memorandum of understanding, accept the Assurances and Certifications identified in this section. By signing this memorandum of understanding, parties agree to the provision contained in each of the documents identified below.

- A. Debarment, Suspension, Ineligibility and Voluntary Exclusion
- B. Certifications Regarding Lobbying, Debarment, Suspension, & Drug-free Workplace
- C. Nondiscrimination of Equal Opportunity Requirements

ST. CHARLES COUNTY WORKFORCE DEVELOPMENT SYSTEM’S

MEMORANDUM OF UNDERSTANDING

SIGNATURE PAGE

(Hard copy contains original signatures)

The partners listed below have reviewed and are in agreement with the attached Memorandum of Understanding and are committed to ensuring the development of the local area’s workforce:

Joe Ortwerth, County Executive	Date
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Julie Eickstein, Board Chair	Date
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Name & Title	Date	Agency
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Name & Title	Date	Agency
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Name & Title	Date	Agency
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Name & Title

Date

Agency

Name & Title	Date	Agency
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SUPPORTIVE SERVICE

In order to assist workers to enter or re-enter the labor market in jobs that allow individuals to achieve the targeted level of wage replacement or to achieve a livable wage, supportive services and/or needs based payments may be available. The accessibility of such services will be dependent on funding availability.

The case manager will determine the individual's need and eligibility for all supportive services. They will first explore with the individual the various resources available. This will be accomplished by investigating all programs, agencies, and community supports that may prove helpful. This examination should also include an examination of the individual's own resources. If no other options are found, assistance may be provided, if available, through Title I funds.

All supportive services (purchase of tools, uniforms, etc.) must be directly related to their attaining suitable employment or training as described in their Individual Employment Plan and must be reasonable and necessary.

The WIA service provider will make every attempt to purchase the supportive items directly. Documentation of program eligibility and a corresponding invoice are required for documentation.

There is no set maximum amount of supportive service except that the need for such service is necessary and reasonable. Therefore, no procedures are required to grant exceptions. (See the local policy for Needs-Related Payments for further information regarding that supportive service.)

Needs-Related Payments

The Workforce Investment Act (WIA) allows for needs-Related Payments (NRP). In accordance with this and to financially enable clients to participate in WIA programs, the St. Charles county Department of Workforces Development will operate the following NRP system.

This system is not set up to duplicate any services provided by other public or private sources to participants.

Needs-Related Payments will only be provided when funds are available.

NRP Eligibility Determination

An eligible dislocated worker will be considered for NRP if it is discovered that the individual is eligible for a WIA training program but may not be able to participate due to a lack of financial resources and if the individual:

(A) is unemployed and

1. has ceased to qualify for Unemployment Compensation or Trade Readjustment Assistance under TAA or NAFTA-TAA and
2. is enrolled in a program of training services under WIA section 134 (d) (4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months

or

(B) is unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA.

Documentation

A written notice of acceptance into a training or education program under the Dislocated Worker Program (DWP) with qualifying start date, as referenced above, is required.

Official notification regarding Unemployment Compensation is also required. This may be written or documented via eligibility's telephone attestation.

NRP Fixed Amount

Needs-Related Payments will not exceed the following:

- For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or
- For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. The weekly payment level must be adjusted to reflect changes in total family income as determined by the Local Board's policies. (see WIA section 134 (e) (3) (C))

Waivers

Needs-Related Payment allowances may be waived at the discretion of the DWP Coordinator when:

- The DWP lacks funds for support payments
- The participant is no longer attending classes

Overpayment and Repayment

In the event of overpayment, said overpayment may be recovered by offsetting any future payments under the WIA to which the participant may become entitled or repayment will be sought from the participant.

Part Five: Action Plan

(Revised)

Action Item	Partner Responsible	Resources Needed	Due Date/ Completed	
Present development of plan to WIB Board (on agenda)	BOT	Copy of BST Document (selected pages)	Dec. 3, 2003	✓
Develop PowerPoint for staff presentation	Dewey	NA	Jan. 8, 2004	✓
Present development of plan to staff @ Missouri Career Center (send meeting notice)	BOT	Training Room PowerPoint presentation	Jan. 9, 2004	✓
Contact Mike in DWD to get current Missouri statewide indicators.	Dewey	NA	Jan. 9, 2004	✓
Mike to advise on how to track progress.	Dewey	NA	Jan. 9, 2004	✓
Ask Mike to give info on business that we have targeted on industry cluster.	Dewey	NA	Jan. 9, 2004	✓
Present Plan to WIB	BOT	NA	April 2004	✓
Present plan to other Phase I partners (Economic developers & school districts)	BOT	PowerPoint presentation	May 6, 2004	Done
Collaborate with Public Awareness Committee (PAC) of the WIB to enhance and develop marketing tools, then continuously promote the system services.	BOT	Funds for the development of additional marketing tools	May 11, 2004 and November 9, 2004 November 2005	
Select a committee and assign responsibility for the ongoing activities outlined in the Action Plan.	One-Stop Partners	NA	June 2004	Done

Exhibit 2

Conduct quarterly meetings with partners	BOT	Meeting Room, In-focus and lap top computer	Scheduled by June, 2004 (On-going)	Done
Identify further Phase II & Phase III partners.	Partners in Phase I in agreement with the WIB	NA	July, 2005 March, 2006	
Collaborate with PAC to jointly set improvement goals for service quality.	BOT	NA	September, 2004 March 2006	
Define (jointly) standard business practices with Phase I partners.	Phase I Partners	NA	September, 2004 June 2006	
Create database of business recipients, develop newsletter format and publish an email-based newsletter, and coordinate plan for providing hardcopy newsletters at local meetings	BOT	Staff time, computer and internet access	September, 2004 Newsletter October 2005 Database-On going	
Designate resources, marketing and outreach tools and materials for local system use.	Partners in Phase I	NA	September, 2004 November 2005	
The WIB will conduct employer focus groups while developing a regional state of the workforce document. During these focus groups, the WIB will include questions to determine the workforce needs of local businesses.	WIB	Develop questions to be included in WIBs employer focus groups	December, 2004 July 2006	

Exhibit 2

Develop questions to be included in the WIB's employer focus groups. The questions will seek information on the workforce needs of local businesses.	BOT	Meeting room, personnel, refreshments, postage	December, 2004 June 2006	
Develop a menu of services from all partners. Insure all partners' business service staff are trained to sell the full array of partner services.	BOT	In-focus and lap top computer	December, 2004 December 2006	
Refine continuous improvement plan with Phase I partners.	BOT	Meeting Room	December, 2004 July 2006	
Establish a baseline of the quality of services received by employers in targeted industries	BOT	Feedback from WIBs employer focus groups	December, 2004 March 2005	
Set improvement goals for quality of service based on feedback received from businesses	Partners in Phase I	Meeting room	On-going/December 2005 December, 2004	

ST. CHARLES MISSOURI WIA NEGOTIATED PERFORMANCE MEASURES
PY 2005 and 2006

Category	St. Charles PY05 Planned Level	St. Charles PY06 Planned Level
Adults		
Adult Entered Employment	50.0%	84.0%
Adult Employment Retention	50.0%	56.0%
Adult Earnings Change	\$1,500	\$2,000
Adult Employment & Credential	0.0%	40.0%
Dislocated Workers		
DW Entered Employment	88.0%	89.0%
DW Employment Retention	91.0%	92.0%
DW Earnings Replacement	(\$3,000)	(\$3,000)
DW Employment & Credential	77.0%	78.0%
Older Youth		
Older Youth Entered Employment	76.0%	77.0%
Older Youth Employment Retention	80.0%	80.0%
Older Youth Earnings Change	\$2,400	\$2,600
Older Youth Credential	76.0%	77.0%
Younger Youth		
Younger Youth Skill Attainment	88.0%	89.0%